

[organization name]

Appendix 1 – Customer Feedback Report

Date of the report:	
Name of the customer:	
Product or service affected:	
Lot:	
Quantity:	
Customer Feedback Report	
Product/service quality:	
Promptness and cooperation:	
Investigation of the root of the problem:	
Corrective action proposed:	
Other:	

[job title]

[name]

[signature]

Commented [AES1]: If the organization uses electronic

Commented [AES2]: Include the identification number of the

Commented [AES3]: Include here the number of pieces from

Commented [AES4]: For example, the customer is satisfied

Commented [AES5]: For example, the customer is not satisfied

Commented [AES6]: If there is no need for investigation, you

Commented [AES7]: Write in here the Record ID of the raised corrective action as it is written in the document

Commented [AES8]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.